Docket No. YOR9199903490051

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Gee-Gwo Mei, et al.

Serial No.:   09/421,363   Group Art Unit: 2645

Filed: November 19, 1999   Examiner: Terry Teague

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR
AN INTERACTIVE VOICE RESPONSE SYSTEM

Honorable Assistant Commissioner of Patents
Washington, D.C. 20231

RECEIVED

EXCESS CLAIM FEE PAYMENT LETTER

JUL 1 1 2002

Technology Center 2600

Sir:

Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.
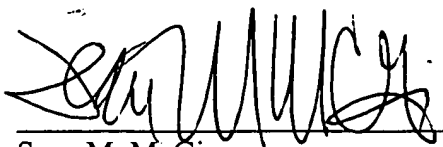
	AFTER AMENDMENT	PREV. PAID FOR	EXTRA CLAIMS PRESENT	RATE	FEE DUE
Total Claims	32 -	26	= 6	x $18.00	$ 108.00
Indep. Claims	4 -	3	= 1	x $84.00	$ 84.00

TOTAL ADDITIONAL FEE FOR THIS AMENDMENT $ 192.00

Please charge Assignee's Deposit Account No. 50-0510 the amount of $192.00 to cover the excess claim fees. A duplicate copy of this sheet is enclosed.
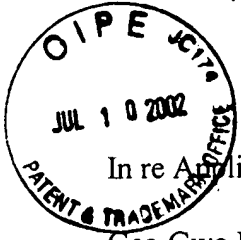
The Commissioner is authorized charge any deficiencies in fees and credit any overpayment of fees to Assignee's Deposit Account No. 50-0510.

Respectfully Submitted,

Date: 7/10/02

Sean M. McGinn
Reg. No. 34,386

McGinn & Gibb, P.C.
Intellectual Property Law
8321 Old Courthouse Road
Vienna, Virginia 22182-3817
(703) 761-4100
Customer No.: 21254

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

6/A
Smc
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In re Application of

Gee-Gwo Mei et al.

Serial No.: 09/421,363   Group Art Unit: 2645

Filed: November 19, 1999   Examiner: Terry Teague

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN
        INTERACTIVE VOICE RESPONSE SYSTEM

Honorable Assistant Commissioner of Patents
Washington, D.C. 20231

AMENDMENT UNDER 37 C.F.R. §1.111

Sir:

In response to the Office Action dated April 10, 2002, please amend the above- identified application as follows:

IN THE CLAIMS:

A 1

26. (Amended)   A system for personalizing an interactive voice response (IVR) system to reduce a number of key sequences to reach a desired source of information, comprising:

a storage for storing a caller profile; and

a retrieval unit for retrieving the caller's profile to construct a personalized IVR dialogue menu and play-out the personalized menu, wherein said retrieval unit is selectively interfaced with a network and a public switch telephone network (PSTN),

wherein said retrieval unit includes:

a telephone interface module for selectively interfacing with said PSTN and for selectively receiving a predetermined tone and a voice input from said caller via the PSTN,

said telephone interface module selectively transmitting at least one of synthesized and stored voice messages to said caller via the PSTN,